

## Message Text

UNCLASSIFIED

PAGE 01 CARACA 00666 221356Z

47

ACTION SCSE-00

INFO OCT-01 ARA-10 ISO-00 SCA-01 COME-00 L-03 H-01 /016 W

----- 047489

R 221238Z JAN 74

FM AMEMBASSY CARACAS

TO SECSTATE WASHDC 2470

UNCLAS CARACAS 00666

E.O. 11652: N/A

TAGS: CASC/VE

SUBJ: TOURIST COMPLAINTS

1. WITH ADVENT WINTER TOURIST SEASON EMBASSY AGAIN RECEIVING  
NUMEROUS COMPLAINTS OF OVERBOOKING AND MISHANDLED ITINERARIES  
FOR TOUR GROUPS WITH CONCOMITANT DEMANDS FROM IRATE NEW YORKERS  
THAT WE DO SOMETHING ABOUT IT.
2. MAIN CULPRIT TO DATE IS LIBERTY TRAVEL AGENCY WHICH OPERATES  
THROUGH ANOTHER ORGANIZATION IN NEW YORK CITY CALLED FOUR STAR  
TOURS. TOURISTS TAKE 8-DAY PACKAGE, FOUR NIGHTS CARACAS HILTON,  
FOUR AT SHERATON HOTEL MACUTO. UPON ARRIVAL IT NOT UNCOMMON TO  
LEARN NO RESERVATIONS MADE EITHER HOTEL. BUSY WINTER SEASON HAS  
BOTH SHERATON AND HILTON BOOKED TO CAPCITY WITH RESULT SATISFACTORY  
ADJUSTMENT CANNOT BE MADE.
3. EMBASSY WOULD APPRECIATE IT IF PROBLEM COULD BE BROUGHT TO  
ATTENTION OF SOMEONE IN POSITION TO CORRECT SITUATION. PERHAPS  
NEW YORK STATE LICENSING BOARD OR BETTER BUSINESS BUREAU CAN ASSIST.
4. EMBASSY HAS CONTACTED APPROPRIATE VENEZUELAN OFFICIALS AND  
HOTELS SEEKING THEIR ASSISTANCE IN RESOLVING THIS SERIOUS  
MATTER.  
FISHER

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## Message Attributes

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